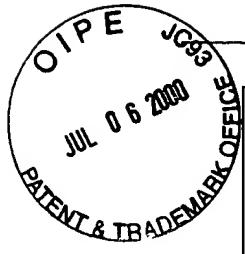


S/N 09/451,827

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: SWARTZ ET AL. Examiner: UNKNOWN
Serial No.: 09/451,827 Group Art Unit: 2771
Filed: NOVEMBER 30, 1999 Docket No.: 8567.121US01
Title: SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR AN
OPERATIONS ARCHITECTURE TO IMPLEMENT A LOCAL SERVICE
ACTIVATION MANAGEMENT SYSTEM



CERTIFICATE UNDER 37 CFR 1.8: The undersigned hereby certifies that this correspondence is being deposited in the United States Postal Service, as first class mail, with sufficient postage, in an envelope addressed to: Assistant Commissioner for Patents, Washington, D.C. 20231 on June 29 2000.

By: Natalie D. Kadievitch
Name: Lisa Johnson

CHANGE OF ADDRESS

Assistant Commissioner for Patents
Washington, D.C. 20231

Dear Sir:

Please change the correspondence address for the above-referenced patent application to:

Merchant & Gould P.C.
P.O. Box 2903
Minneapolis, Minnesota 55402-0903

If there are any questions regarding this matter, please call the undersigned at
612.332.5300.

Respectfully submitted,

MERCHANT & GOULD P.C.
P.O. Box 2903
Minneapolis, Minnesota 55402-0903
(612) 332-5300

Date: June 29, 2000


Natalie D. Kadievitch
Reg. No. 34,196
NDK:PSTdb